



Privacy Notice: Parents and Carers

Updated October 2025

This Privacy Notice explains how and why we store personal information about pupils and parents/carers. It provides a guide to parents/carers about our legal obligations and their own rights. Like any organisation which handles personal data, our school is defined as a 'Data Controller' and, as such, we are registered with the ICO (Information Commissioner's Office) and we comply with the Data Protection Act and UK General Data Protection Regulation

Our data protection officer is School Pro TLC Ltd.

The Categories of Pupil Information That We Process Include:

We hold some personal data about you to make sure we can help you learn and to look after you at school.

For the same reasons, we get information about you from some other places too – like other schools, the local council and the government. This information includes:

- Your contact details
- Your test results
- Your attendance records including exclusions and behaviour incident records
- Your characteristics, like your ethnic background or any special educational needs
- Reports to parents
- Dietary needs and dietary preferences
- Any medical conditions you have
- Details of any behaviour issues or exclusions
- Photographs
- CCTV images
- Pupil surveys
- Free School Meals eligibility
- Court Orders
- Safeguarding records
- Special Educational needs records
- Pastoral records

Why we use this data

We use this information to help run the school, including to:

- To support pupil learning
- get in touch with you and your parents or carers when we need to;
- look after your wellbeing;
- check how you're doing in your school work and whether you or your teachers need any extra help;



- track how well the school as a whole is performing;
- to keep children safe (including medical information and emergency contacts);
- to meet the statutory duties placed upon us for Department for Education data collections.

Our legal reason for using this data

We will only collect and use your information when the law says we can. Most often, we will use your information where:

- we need to obey the law, including the UK General Data Protection Regulation;
- we need to use it to provide you with an education.

Sometimes, we may also use your personal information where:

- you, or your parents/carers have given us permission to use it in a certain way;
- we need to protect your interests (or someone else's interest).

Where we got permission to use your data, you or your parents/carers may withdraw this at any time. We will make this clear when we ask for permission, and explain how to go about withdrawing the permission.

Some of the reasons listed above for collecting and using your information overlap, and there may be several reasons which mean we can use your data.

Under the UK General Data Protection Regulation (UK GDPR), the legal basis / bases we rely on for processing personal information for general purposes are: (6a) Consent; (6c) A Legal obligation; (6d) A duty to safeguard pupils; (6e) Public task.

Special Categories of data are set out in Article 9 of the UK General Data Protection Regulation. Walkwood CE Middle School will work within the conditions of [GDPR - Article 9 of the UK GDPR](#): (9.2a) explicit consent; (9.2b) processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law; (9.2c) where processing is necessary to protect the vital interests of the data subject or of another natural person; (9.2f) for the establishment, exercise or defence of legal claims; (9.2g) reasons of substantial public interest; (9.2j) for archiving purposes in the public interest.

We process criminal offence data under Article 10 of the UK GDPR.

Our Data Protection Policy highlights the conditions for processing in Schedule 1 of the Data Protection Act 2018 that we process Special Category and Criminal Offence data under.

Collecting this information and how we store this data

While in most cases you, or your parents/carers must provide the personal information we need to collect, there are some occasions when you can choose whether or not to provide the information. We will always tell you if it is optional. If you must provide the data, we will explain what might happen if you don't.

We collect pupil information via registration forms at the start of the school year or Common Transfer File (CTF) or secure file transfer from the previous setting.

We hold pupil data securely for the set amount of time shown in our data retention schedule.



Data sharing

We routinely share pupil information with the following organisations:

- Worcestershire County Council
- The Department for Education
- Your parents or carers
- Diocese of Worcester
- Ofsted
- Suppliers and service providers
- Financial organisations
- Schools that you move on to
- Our auditors
- Survey and research organisations
- Health authorities
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals
- Children's Social Care

Your rights

How to access personal information we hold about you

Under the UK General Data Protection Regulation (GDPR), parents and pupils have the right to request access to information about them that we hold. To make a request for your personal information, you can make a **'subject access request'**, as long as we judge that you can properly understand your rights and what they mean. A parent can make a subject access request too.

If you want to make a request for your personal information, contact SchoolPro TLC Ltd.

You also have the right to:

- the right to be informed about the collection and use of your personal data – this is called 'right to be informed'.
- the right to ask us for copies of personal information we have about you – this is called 'right of access', this is also known as a subject access request, data subject access request or right of access request.
- the right to ask us to change any information you think is not accurate or complete – this is called 'right to rectification'.
- the right to ask us to delete your personal information – this is called 'right to erasure'
- the right to ask us to stop using your information – this is called 'right to restriction of processing'.
- the 'right to object to processing' of your information, in certain circumstances
- rights in relation to automated decision making and profiling.
- the right to withdraw consent at any time (where relevant).
- the right to complain to the Information Commissioner if you feel we have not used your information in the right way.



There are legitimate reasons why we may refuse your information rights request, which depends on why we are processing it. For example, some rights will not apply:

- right to erasure does not apply when the lawful basis for processing is legal obligation or public task.
- right to portability does not apply when the lawful basis for processing is legal obligation, vital interests, public task or legitimate interests.
- right to object does not apply when the lawful basis for processing is contract, legal obligation or vital interests. And if the lawful basis is consent, you don't have the right to object, but you have the right to withdraw consent.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at raise a concern with ICO.

Alternatively, you can contact our Data Protection Officer which is SchoolPro TLC Ltd via DPO@schoolpro.uk.

For further information on how to request access to personal information held centrally by the Department for Education (DfE), please see the 'How Government uses your data' section of this notice.

Withdrawal of consent and the Right to Lodge a Complaint

Where we process your personal data based on your consent, you have the right to withdraw that consent at any time.

To request the withdrawal of your consent, please contact Mrs Sue Hill at office@walkwoodms.worcs.sch.uk. We will respond to your request promptly and ensure that your data is no longer processed on the basis of consent, unless another lawful basis applies.

Under Section 164A of the Data Protection Act 2018, you have a statutory right to complain if you believe your personal data has been handled inappropriately.

If you wish to raise a concern about how we process your personal data, please contact us directly at SchoolPro TLC Ltd. We will acknowledge your complaint within 30 days of receipt and take appropriate steps to investigate and respond without undue delay.

If you are not satisfied with our response, you may escalate your complaint to the Information Commission at: [Information Commissioner's Office](#)

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact: SchoolPro TLC Ltd.

Last updated

We may need to update this privacy notice periodically, so we recommend that you revisit this information from time to time. This version was last updated 31 October 2025.

